



RECEIVED

FEB 06 2004

Technology Center 2600 Attorney Docket No. 00-1718.03

AMENDMENTS TO THE SPECIFICATION

In accordance with the revised format for making amendments as set forth in 37 C.F.R. § 1.121, amendments to the present application are made by inclusion of replacement paragraphs with additions to the replacement paragraph being indicated by way of underlining and deletions being indicated by way of strikethroughs.

Please replace the paragraph beginning at Page 10, line 13 of the originally filed specification with the following:

The call will then proceed through the router 80 in the call center 30 into a LAN hub or switch 85 that is capable of handling voice. When the call rings there, the associated data is also reported back to the central data manager 32 through an IP link into a primary server 60 with local database and/or a secondary, or backup, server 65 with local database. All of this information is delivered over the same WAN or intranet 25 via the call center router 80 to the secure facility router 90 back to the LAN hub 50 in the secure facility into primary server 60 and backup server 65. The data is reported through either a serial link or an IP packet. The data informs the server(s) 60, 65 that the call on this trunk was presented to this call center 30 and that it has been answered. The software that is running on these servers 60, 65 will then deliver the call screen, which includes the ALI (automatic location information) including the name and the address and other pertinent information about that calling party, to the call taker at the call center 30. Out of the call center 30, the local

Central Office with dial tone 35 is a line going to the ~~central data manager~~ local DT switch 95 and providing dial tone. This represents administrative lines that allow local phone calls to be made without having to go through a wide area network that could possibly be long distance. In other words, a person could simply press a button on a virtual phone 90 that would get a dial tone ~~out of central data manager 32~~ through the local DT switch 95.

The above amendment is supported by Figures 2 & 4 and is not believed to add new matter to the specification. The change is corrective in nature, merely rectifying a discrepancy that was inadvertent in the original filing of the application.